

Secretary of State's Office
State of Montana Job Vacancy

An Equal Opportunity Employer

Job Title: COMPLIANCE TECHNICIAN

Division: Business Services

Position: #321 66048

Location: Helena, Montana

Status: Permanent, Full-time (40 hrs/wk)

Bargaining Unit: None

Salary: \$21,599 - \$23,999 DOQ

Supplement Required: **YES**

Resume Required: **NO**

APPLICATION MATERIALS AND DEADLINE: Completed application materials must be postmarked or sent electronically **by 5:00 pm September 22 2006** to a Job Service Office, or to Secretary of State, PO Box 202801, Helena, Montana 59620-2801.

LATE OR INCOMPLETE APPLICATION MATERIALS WILL BE REJECTED!

REASONABLE ACCOMMODATIONS: Under state and federal law qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job, or to enjoy equal benefits and privileges or employment available to other employees. If you need such accommodation, contact this agency.

DESCRIPTION OF DUTIES:

Conducts comprehensive examination and review of liens to verify compliance with MCA and federal laws for content requirements, to verify compliance with MCA and federal time lines, and to ensure liens protect creditors and debtors. Completes prompt processing according to appropriate timelines and exact procedures. Provides instructions to others on proper completion of forms, answers questions from the public regarding filing procedures and forms completion, and disseminates filing process information for a variety of lien types. Provides other related services within the UCC Unit that is the primary component of the web-based public access system; works closely with registered users to help ensure understanding of the functionality of the web system; answers questions and provides assistance. Completes and verifies accurate orders for creditors.

QUALIFICATIONS:

Position requires knowledge of computers including some knowledge and experience working with web-based applications, and knowledge of standard business office systems and software. Position requires keyboarding skill of at least 40 wpm.

Position requires knowledge of standard office management procedures and operations, the ability to operate and maintain office equipment, and knowledge of approaches to researching and interpreting state and federal statutes, rules and regulations. Position requires the ability to communicate relevant and often complex information to customers, to perform compliance reviews in a condensed time frame, and the ability to prioritize work and focus on attention to details with a concern for accuracy. The employee is responsible for retrieving and prepping boxes of UCC documents and related records that weight as much as 25 lbs.

Core behavioral competencies for the Secretary of State's Office include:

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly.
- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation.
- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups.
- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Takes Action:** Takes effective and appropriate action to perform job duties without being reminded. Willingly accepts more responsibility or more work.
- **Forward Looking:** Suggests improvements and new ideas, technologies, and approaches. Willingly applies new and evolving ideas, methods, designs and technologies to work.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.

EDUCATION AND EXPERIENCE: The above KSA's are typically acquired through a combination of education and experience equivalent to graduation from high school, completion of 1 year of vocational or other post secondary education, and 1 - 2 years of job-related experience.

Alternate combinations of education and experience that have resulted in the acquisition of the above listed KSA's may be considered.

APPLICATION AND SELECTION PROCESS: The Office may include the following factors in determining whether an applicant meets the qualifications for the

position: completed State of Montana Application; Responses to Supplemental Questions; Structured Interview; and Job Related Reference Checks. There will be a **one-year probation** period for employees new to state government.

APPLICATION MATERIALS REQUIRED: Completed Montana State Application, and an Application Supplement

COMPENSATION: The normal salary for employees new to state government is \$21,599----\$23,999 DOQ. State employees scheduled to work at least halftime are also provided with paid health, dental and life insurance.

Application Supplement: Compliance Technician Closing Date: 9/22//06 position #66048

Please provide written responses to the following questions:

- 1. Please describe how your previous experience and training relates to this position.**
- 2. What is your approach to customer service in a public office?**